GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3669
ANSWERED ON:15.12.2014
SERVICE IN RAJDHANI
Singh Shri Sunil Kumar

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have received complaints with regard to serving of substandard food in Rajdhani and Shatabdi trains;

(b) if so, the train-wise details of the complaints received during the last three years and the details of action taken against the contractors;

(c) whether the Railways have constituted any Committee for improving the quality of food served to passengers; and

(d) if so, the functions of the Committee along with the details of the meetings held so far and suggestions made for serving quality food in these trains?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a) and (b): Yes, Madam. About 1894 and 1326 complaints in Rajdhani and Shatabdi trains respectively have been reported with regard to serving of substandard food during the last three years (i.e 01.01.2012 to 30.11.2014). Penal action has been taken on the defaulter licensees including imposition of fines in 1253 cases. It is a continuous endeavour of the Indian Railways to provide good quality hygienic food to the passengers. Further, a Centralized Catering Services Monitoring Cell (CSMC) has been set up at national level with a toll free number 1800-111-321 for real time assistance. Similar Catering Monitoring Cells have been set up at Zonal and Divisional levels.

(c): No, Madam.

(d): Does not arise.